

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1 Claim 1 (original) A system of collecting survey
2 information comprising:

3 a first questioning series of core item questions
4 developed to support a survey purpose; and

5 a second questioning series of drill-down questions,
6 wherein each of the drill-down questions is associated with
7 one of the core item questions and ~~one of the drill-down~~
8 ~~questions~~ is presented only when a response to the
9 associated core item question meets a specified criterion,

10 wherein the system is one of an automated questioning
11 and recording system and an agent questioning and recording
12 system,

13 wherein the system is able to switch between the
14 automated system and the agent system during the first
15 questioning series and the second questioning series.

Claim 2 (canceled)

1 Claim 3 (currently amended) The system for collecting
2 survey information of claim 1, wherein the second
3 questioning series contains ~~at least one~~ verbatim

4 questions,

5 wherein a related-verbatim question is presented only
6 when a response to a previous question meets a specified
7 criterion,

8 and wherein a detailed response to the verbatim
9 question may be given to further explain the response to
10 the previous question.

1 Claim 4 (currently amended) The system for collecting
2 survey information of claim 3, wherein the system includes
3 a device for recording a verbal response to a verbatim
4 question literally.

 Claim 5 (canceled)

1 Claim 6 (currently amended) A method of collecting
2 and managing survey data ~~of claim 5, further~~ comprising the
3 steps of:

4 presenting a first core item question and recording a
5 response to the first core item question;

6 interpreting the first core item response;

7 presenting at least one drill-down question and
8 recording a response to the drill-down question only if the
9 first core item response meets a specified criterion,

10 interpreting the response to the drill-down question,
11 and

12 presenting at least one verbatim question and
13 recording a verbal response if the drill-down response is
14 not within a predetermined acceptable response range; and
15 presenting a second core item question and recording
16 a response to the second core item question.

Claim 7 (canceled)

1 Claim 8 (currently amended) A system for use with a
2 data processing system with an attached display and input
3 apparatus comprising:

4 means for presenting a first series of questions on
5 satisfaction of service or product use to a survey
6 participant;

7 means for receiving a first series of answers
8 responsive to the first series of questions for the input
9 apparatus;

10 means for using a first series answer to determine if
11 the answer is within a predetermined ~~satisfactory~~
12 acceptable range, wherein if the participant answers the
13 first series question within the acceptable range, the
14 first series of questions will continue;

15 means for presenting a second series of questions ~~of~~
16 ~~at least one~~ drill-down questions, wherein a drill-down
17 question is only initially presented when the participant
18 does not answer a first series question within the

19 acceptable range; and

20 means for receiving a second series of answers
21 responsive to the second series of questions for the input
22 apparatus

23 wherein the system is one of an automated questioning
24 and recording system and an agent questioning and recording
25 system,

26 wherein the system is able to switch between the
27 automated system and the agent system during the first
28 series of questions and the second series of questions.

1 Claim 9 (original) An system for use with a data
2 processing system with an attached display and input
3 apparatus as in claim 8, further comprising:

4 means for using a second series answer to determine if
5 the second series answer is within the acceptable range,
6 wherein if the participant answers the second series
7 question within the acceptable range, the second series of
8 questions will continue;

9 means for presenting a third series of questions of at
10 least one verbatim question; and

11 means for receiving a third series of answers
12 responsive to the third series of questions for the input
13 apparatus.

1 Claim 10 (original) An system for use with a data

2 processing system with an attached display and input
3 apparatus as in claim 9, wherein a verbatim is presented
4 when the participant does not answer a second series
5 question within the acceptable range.

Claim 11 (canceled)